



PHILIP L. BROWNING
Director

**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, CA 90020
(213) 351-5602

May 30, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

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From: Philip L. Browning
Director

**BETA FOSTER CARE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE
MONITORING REVIEW**

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of the Beta Foster Care Foster Family Agency (FFA) in April 2011, at which time the Agency had a total of five DCFS placed children and four certified homes. For purposes of this review, five children's files were reviewed and two children were interviewed in three certified foster homes. The placed children's average length of placement was 17 months, and the average age was six. Three certified foster parent files, three discharged children's files and two staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Beta Foster Care (FFA) offices are located in the 4th Supervisorial District and in Orange County, and provide services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to the Beta Foster Care FFA program statement, its stated mission is "to provide professional services, which prevent cruelty to children." The FFA is licensed to serve children ranging from birth through 18.

There was one placed child on psychotropic medication. We reviewed his file to assess timeliness of psychotropic medication authorizations and to confirm the documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Beta Foster Care FFA's compliance with the contract and State regulations. The visit included a review of the Agency's program statement, administrative internal policies and procedures, four placed children's case files, one psychotropic file, three certified foster parent files, three discharged children's files, and two personnel files. Face-to-face visits and interviews were conducted with three certified foster parents to assess the quality of care and supervision provided to children and we conducted interviews with the DCFS placed children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

The Beta Foster Care FFA was in substantial compliance with providing the services outlined in its program statement. Based on our review, the deficiencies revealed a need for more thorough and frequent foster home inspections and increased oversight to include routine monitoring of the files by supervisory staff to decrease or eliminate documentation issues found. Additionally, routine supervision of the certified foster parents by the Agency social workers regarding initial medical and dental examinations would decrease or eliminate late medical and dental examinations. Finally, Beta Foster Care FFA's management is to adhere to their program statement and provide children with the monetary amount for clothing allowances as stated in the Beta Foster Care program statement. Overall, Beta Foster Care FFA was providing good care and services to the children and support to the certified foster parents as outlined in its program statement and as evident in the relationships formed.

The deficiencies noted during the monitoring review were in the three areas. First, the backyard of one foster home was cluttered, dirty, and gardening tools were accessible to children. The backyard posed a safety hazard to children due to the retaining wall being in poor repair and several large holes located in the terrace dirt area. Further, one child had an initial medical examination 11 days late and one child had an initial dental examination two days late. Finally, we did not find that any of the children reviewed received a \$50.00 monthly clothing allowance as stated in Beta Foster Care FFA's program statement. Instead, each child received a \$45.00 monthly clothing allowance.

NOTABLE FINDINGS

The following are the notable findings of our review:

- One of the four certified foster homes visited had a backyard that posed a safety hazard to children due to the retaining wall being in poor repair and several large holes located in the terrace dirt area. The backyard was cluttered, dirty, and gardening tools were accessible to the children.
- One child's initial medical examination was 11 days late and one child's initial dental examination was two days late.
- All five children's files reviewed did not have proof of the \$50.00 monthly clothing allowance as stated in the Beta Foster Care FFA's program statement. Instead, each child received a \$45.00 monthly clothing allowance.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held May 3, 2011.

In attendance:

Dina Barr, Beta Foster Care FFA's Administrator; Elaine Lane, CSA I, DCFS OHCMD Monitor.

Highlights:

The Beta Foster Care FFA Administrator was in agreement with our findings and recommendations. The Administrator indicated that the Agency social workers would inspect the foster home backyard and ensure the deficiencies are corrected. Written verification was submitted in the form of a Corrective Action Plan (CAP), including verification that deficiencies were corrected as of August 31, 2011. The Administrator also stated that the FFA had been penalized by the A-C for the same late initial medical and dental examinations as cited in this report. She felt it was unfair to be penalized twice for a deficiency that could not be corrected. However, the Administrator indicated the Agency would make every effort to ensure that initial medical and dental examinations are timely for all placed children. In regard to the clothing allowance, subsequent to our April 2011 Compliance Review, the Executive Director, Craig Zacuto, revised the Beta Foster Care FFA Program Statement to state that, the foster parent agrees to spend at least \$45.00 monthly on replacement clothing.

The FFA agreed to submit an approved written CAP to address each recommendation noted in this compliance report. The approved CAP is attached.

We will assess the implementation of the recommendations during our next monitoring review.

Each Supervisor
May 30, 2012
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If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager at (213) 351-5530.

PLB:RS:KR:
EAH:Nf:el

Attachments

- c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Craig Zacuto, Executive Director, Beta Foster Care FFA
Jean Chen, Regional Manager, Community Care Licensing

**BETA FOSTER CARE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY**

**860 La Habra Blvd. Suite 170
La Habra, Ca 90631
License Number: 306004164**

	Contract Compliance Monitoring Review	Findings: April 2011
I	<u>Licensure/Contract Requirements</u> (6 Elements) <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. SIR Documentation and Cross Reporting 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA Paying Required Supplemental Payment to Whole Foster Family 	Full Compliance (ALL)
II	<u>Certified Foster Homes</u> (13 Elements) <ol style="list-style-type: none"> 1. Home Study Prior to Certification of the home 2. Contact with References 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI, Criminal Background Statement 5. Health Screening & TB Test 6. MAPP or Equivalent Training Prior to Certification 7. Certificate of Approval on File 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: Health Screening /CDL/CPR/ DOJ/FBI/CACI 13. FFA assist CFPs with transportation needs 	Full Compliance (ALL)

III	<u>Facility and Environment</u> (8 Elements) <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 7. Disaster drills Conducted 8. Allowance Logs Maintained 	<ol style="list-style-type: none"> 1. Needs Improvement 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance
IV	<u>Maintenance of Required Documentation/Service Delivery</u> (11 Elements) <ol style="list-style-type: none"> 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children Progress Towards Meeting Goals 5. Timely Developed Initial NSP with Child 6. Timely Comprehensive Initial NSP with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Updated NSP Developed with Child 11. Timely Comprehensive Updated NSPs with Child 	Full Compliance (ALL)
V	<u>Educational and Workforce Readiness</u> (7 Elements) <ol style="list-style-type: none"> 1. Children Enrolled in School Within Three Days 2. Children Attend School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Child's Participation in YDS/Equivalent Vocational Program 	Full Compliance (ALL)

VI	<u>Health and Medical Needs</u> (6 Elements) <ol style="list-style-type: none"> 1. Initial Medical Exams Conducted 2. Initial Medical Exams Timely 3. Follow-up Medical Exams Timely 4. Initial Dental Exams Conducted 5. Initial Dental Exams Timely 6. Follow-Up Dental Exams Timely 	<ol style="list-style-type: none"> 1. Full Compliance 2. Need Improvement 3. Full Compliance 4. Full Compliance 5. Need Improvement 6. Full Compliance
VII	<u>Psychotropic Medications</u> (2 Elements) <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (ALL)
VIII	<u>Personal Rights and Social/Emotional Well-Being</u> (13 Elements) <ol style="list-style-type: none"> 1. Children Informed of Group Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed about Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical, Dental & Psychiatric Care 12. Children Participate in At-Home, School, Community 13. Children Offered Opportunities to Participate in Extra Curricular Activities 	Full Compliance (ALL)

IX	<u>Personal Needs/Survival and Economic Well-Being</u> (8 Elements) <ol style="list-style-type: none"> 1. Clothing Allowance 2. On-Going Clothing Inventories of Adequate Quantity 3. On-Going Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book 	<ol style="list-style-type: none"> 1. Needs Improvement 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance
X	<u>Discharged Children</u> (3 Elements) <ol style="list-style-type: none"> 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School (If applicable) 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Not Applicable
XI	<u>Personnel Records</u> (14 Elements) <ol style="list-style-type: none"> 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health-Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One Hour Training of Child Abuse Reporting 11. CPR Training Documentation 	Full Compliance (ALL)

**BETA FOSTER CARE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW**

**860 La Habra Blvd. Suite #170
La Habra, CA 90631
License Number: 306004144**

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the April 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of five placed children's files, three discharged children's files, three certified foster parent files, two staff files and/or documentation from the provider, the Beta Foster Care FFA was in full compliance with eight of the 11 sections of our Contract Compliance Review: Licensure/Contract Requirements; Certified Foster Homes; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Psychotropic Medications; Personal Rights and Social Emotional Well-Being; Discharged Children; and Personnel Records. The following report details the results of our review.

FACILITY AND ENVIRONMENT

Based on our review of three certified foster home files, and/or documentation from the provider, Beta Foster Care FFA fully complied with seven of the eight elements reviewed. During OHCMD's visit to one of the certified foster homes, we noted that the backyard posed a potential safety hazard due to yard's retaining wall being in poor repair, and several large holes in the terrace hill top dirt area. Further, the backyard was cluttered, dirty, and gardening tools were accessible to children. The FFA Administrator indicated that staff will routinely check the home's backyard for on-going compliance.

Recommendation:

Beta Foster Care FFA's management shall ensure that:

1. All certified foster home backyards are clean and safe for children and that the FFA social workers routinely inspect the foster homes backyard to ensure on-going compliance.

HEALTH AND MEDICAL NEEDS

Based on our review of five children case files and/or documentation from the provider, Beta Foster Care FFA fully complied with four of the six elements reviewed. We noted that one child's initial medical examination was 11 days late and another child's initial dental examination was two days late. The Administrator stated the Agency had been penalized by the A-C during a previous audit for the same late initial medical and dental examinations, and that these examinations could not be corrected. The FFA

Administrator further stated that it was unfair to be penalized for late medical and dental examinations that occurred years prior.

Recommendations:

Beta Foster Care FFA's management shall ensure that:

2. All age appropriate children have an initial medical examination within 30 days of placement, that the FFA staff routinely monitors for on-going compliance and that documentation is maintained in the children's files.
3. All age appropriate children have an initial dental examination within 30 days of placement and documentation is maintained in the children's files.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of five children's files, and/or documentation from the provider, Beta Foster Care FFA fully complied with seven of the eight elements reviewed. We noted that all five children had an adequate quantity and quality of clothing; however, the Agency documents that each child receives a monthly allowance of \$45.00 for clothing while the Agency's program statement states that children will receive a \$50.00 monthly allowance for clothing. The Executive Director stated that the clothing allowance was cut ten percent due to a ten percent cut the Agency received in foster care payments.

Recommendation:

Beta Foster Care FFA's management shall ensure that:

4. Foster Parents spend the required money per month on each child's clothing in accordance with the Beta Foster Care FFA's Program Statement and that documentation is maintained in the children's files.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S (A-C) COMPLIANCE REPORT

The A-C's last compliance review was issued on September 21, 2009.

Objective

Determine the status of the recommendations reported in the A-C's last compliance review.

Verification

We verified whether the outstanding recommendations from the A-C's last compliance review dated September 21, 2009, were implemented.

Results

The prior compliance report contained five findings. The Beta Foster Care FFA's management was to ensure staff adequately monitor foster homes to ensure they comply with the County contract and CDSS Title 22 regulations; that foster parents adequately secure items that could pose a safety hazard; that annual recertification of foster homes is conducted and that foster parent certification files contain all the required information including current CPR certificates. Finally, Beta Foster Care FFA was to ensure children's annual dental and medical examinations are conducted timely.

Based on our follow-up of these recommendations, the Beta Foster Care FFA fully implemented three of the five recommendations from the A-C's September 21, 2009 report. However, Beta Foster Care FFA did not implement the recommendations relating to staff adequately monitoring foster homes so that they are in compliance with Title 22 regulations and ensure foster parents secure items that could pose a safety hazard to children.

Recommendation:

Beta Foster Care FFA's management shall ensure that:

5. The outstanding recommendations from the September 21, 2009 compliance report are fully implemented.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR CONTROLLER

A fiscal review of Beta Foster Care FFA has not been posted by the A-C.



**BETA
FOSTER
CARE**

FOSTER FAMILY AGENCY

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www.BetaFosterCare.org

CRAIG ZACUTO, M.A., MFT

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EXECUTIVE DIRECTOR

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Elaine Lane, Monitor
Out-Of-Home Care Management Division
Los Angeles County Dpt. Of Child, Family Services
9320 Telstar Avenue, Room 216
El Monte, CA 91731

Ms. Lane

Subject: CAP for 2011 Compliance Monitoring Review

Per the 2011 Compliance Monitoring Review this letter, and attachments, are presented for your approval to correct all issues of concern. Please see the table below that summarizes the deficiencies and actions taken by Beta Foster Care to correct them accordingly. Please also note that attached you will find the Foster Parent Plan of Correction that details the corrected concerns in the backyard of [REDACTED] CFH. Furthermore, also attached is the revised page 26-1 of the Beta Foster Care Program Statement as discussed below.

Deficiencies	Corrective Action Plan (CAP)
1. Backyard issues as cited for Rios CFH	1. See the attached, and completed, Foster Home Plan of Correction as outlined with Elaine Lane OHCMD. All deficiencies were fully corrected on the dates listed last year.
2. One late medical exam (11 days), one late dental exam (2 days). Each noted deficiency was for two foster youth in separate foster homes.	2. BFC-Social Workers shall track upon placement all Medical and Dental Exams to be completed for foster youth within 30 days of DOP. Medi-Cal Cards shall be requested of the CSW within 1 day of placement as needed. BFC-Social Worker shall review with the foster parent, at the time of signing each Foster Parent and Foster Family Agency Placement Agreement, the 30 Day timelines for initial Medical and Dental Exams.
3. At the time of the Compliance Review, the clothing allowance per the program statement is \$50.00 per month per child. However, only a \$45.00 clothing allowance was being issued.	3. The Beta Foster Care Program Statement (see attachment) has been revised from 2008 to now reflect the minimum clothing allowance requirements of <u>\$45.00</u> per month. This standard, in clothing expenditure, reduction reflects the 10% Treatment Foster Family Agency Rate Reduction of 2009 implemented by the California Department of Social Services. This program rate reduction is now paid accordingly by each County Placement Agency for each foster youth in placement with Beta Foster Care. Hence, a 10% monthly reduction in minimum clothing expenses is implemented by Beta Foster Care.

If you have any questions please feel free to contact me directly at (949) 600-7722. Otherwise, on behalf of Beta Foster Care I do appreciate the opportunity to serve the foster youth of Los Angeles County. Thank you for your kind help and assistance in the audit process.

Sincerely,


Craig Zacuto, M.A., MFT
Executive Director

(562)690-8220
FFA License #: 306004164

BETA FOSTER CARE

860 E. La Habra Blvd., #170
La Habra, CA 90631

FOSTER PARENT PLAN OF CORRECTION

FOSTER PARENT(S): [REDACTED] DATE OF INITIAL CERTIFICATE: 2/1/94
ADDRESS: 5830 Esperanza Avenue, Whittier, CA 90606 TELEPHONE: (562) 695-5097

POC RATIONALE: In 4/2011, Los Angeles County Department of Children and Family Services (LADCFS) CSW Elaine Lane, OHCMD (Out of Home Care Management Division), visited the foster home as part of LADCFS's Annual Review of Beta Foster Care. CSW Lane noted that the foster home's backyard needed some changes in order to make it a safe environment for foster children. This documentation is required by LADCFS to verify that the required changes have been completed.

PLAN OF CORRECTION		
OBJECTIVE	METHOD	DUE DATE
1. Remove clutter from the yard, including recyclables.	1. The foster mother will remove clutter from yard by either discarding items or storing them in a safe manner in the garage or shed.	6/8/11 Completed 6/15/11
2. Properly store gardening tools.	2. The foster mother will properly store gardening tools in the garage or shed whenever such items are not in use.	6/8/11 Completed 6/15/11
3. Maintain terraced area in a safe manner, including filling in all holes.	3. The foster mother will either (a) fill in holes with dirt or (b) fill holes with plants or trees.	6/8/11 Completed 8/25/11
4. Repair crumbled retaining wall.	4. The foster mother will repair or hire someone to repair crumbled retaining wall.	7/31/11 Completed 6/15/11
5. Place padding material at base of terraced area.	5. The foster mother will purchase and install padding material (for example, foam flooring) at the base of terraced area.	8/31/11 Completed 8/31/11

SUMMARY COMMENTS: The undersigned BFC-Social Worker has reviewed this completed Plan of Correction and presented the foster parent with a copy of it.

The undersigned foster parent(s) agrees to abide by the above Plan of Correction.


BFC-SOCIAL WORKER SIGNATURE


FOSTER PARENT SIGNATURE
8/31/11
DATE

9/28/11
DATE

BFC-SUPERVISOR SIGNATURE
8/31/11
DATE

1. SERVICES IN CERTIFIED HOMES
FOOD, CLOTHING, AND INCIDENTALS SECTION-26

FOOD AND CLOTHING: It is BFC policy that all children in placement receive excellent care. As in all foster care programs the daily responsibility of this care is entrusted to the foster parents. Foster parents are recruited with the high standard of care. The BFC-SWAs conduct the home safety reviews prior to certification with quality of care, adequate food and clothing stressed before a child is placed. Below are the methods used to prevent foster parent complaints due to quality of care monitor the quality care.

- A) **Foster Placement Matching.** As previously stated in this program statement the foster home study is completed prior to certification and is used to help match foster children with appropriate foster homes. If a foster parent adheres to dietary restrictions based on religious or philosophical beliefs this information will be part of the home study. The BFC-SW must then disclose these dietary restrictions to the CSW prior to placement as to prevent conflicts. Also, if foster children have their own dietary restrictions the foster home may not be appropriate.
- 1) **Plan to Accommodate Special Dietary Needs.** It is BFC policy to match children with appropriate foster homes to meet any special dietary needs of the foster child. This matching is critical for successful foster placements. This matching includes considering the dietary restrictions of the foster family as stated. Upon receiving the referral the BFC-SW will inform the foster parent of the foster child's special dietary needs. The foster parent must then decide if they can meet those dietary needs. If a match is not possible then the foster placement will not occur as the foster child needs must be met in the foster home.
- B) **Foster Home Monitoring.** As previously stated in this program statement the below listed BFC staff make face-to-face contact with foster children to monitor their care and Personal Rights as well. Please page 4-3 in **B. ADMINISTRATION/ORGANIZATION SECTION-4** above for further details.

- 1) **Social Worker (BFC-SW):** The BFC-SW will make face-to-face contacts with the placed foster child and the meet with the certified foster parent for case management services: foster parent guidance, and mental health counseling for foster children 5 years of age and older. The BFC-SW will also conduct foster parent evaluations to provide feedback to foster parents that about proper care of the foster child. If the foster parents may need plans of correction if the foster care quality of care is below BFC standards.
- 2) **Social Worker Assistant (BFC-SWA):** Decided on case by case basis, a BFC-SWA may be assigned to visit the foster home (in addition to the BFC-SW) up to once a week to assist the foster parents in transporting foster children for natural parent visitation. A BFC-SWA will also visit each home for an annual foster home safety inspection and to conduct foster child clothing inventories. These inventories will document all other personal valuables of foster children. This inventory will be completed again upon re-placement into a new BFC home (if necessary) and thus the valuables tracked so they are not lost in the change of homes.
- C) **Clothing Allowances.** The foster parents will receive the monthly foster child support funds from BFC following placement. The BFC foster parents are certified only after they demonstrate that this rate will be spent on the child's needs. Upon placement the foster parents agree under the Foster Family and Foster Family Agency Placement Agreement to spend at least \$45.00 of these funds monthly on replacement clothing. As the County Placement Agency authorizes clothing allowance funds BFC issues these funds to the foster parent with a tracking form to document the expense and attach receipts. Based on the Child's Needs and Services Plans the foster parent is encouraged to involve the child in choosing clothing for purchase. The child's age and development will be considered in making this decision to choose his/her clothing.